	Provider Number	Hospital Name	Address 1
050018		PACIFIC ALLIANCE MEDICAL CENTER	531 W COLLEGE ST
050058		GLENDALE MEM HOSPITAL & HLTH CENTER	1420 S CENTRAL AVE
050063		HOLLYWOOD PRESBYTERIAN MEDICAL CENTER	1300 N VERMONT AVE
050091		COMMUNITY AND MISSION HOSPITAL OF HUNTINGTON PARK	2623 E SLAUSON AVE
050103		WHITE MEMORIAL MEDICAL CENTER	1720 E CESAR AVENUE
050104		SAINT FRANCIS MEDICAL CENTER	3630 EAST IMPERIAL HIGHWAY
050111		TEMPLE COMMUNITY HOSPITAL	235 N HOOVER ST
050112		SANTA MONICA - UCLA MED CTR & ORTHOPAEDIC HOSPITAL	1250 16TH STREET
050124		VERDUGO HILLS HOSPITAL	1812 VERDUGO BLVD
050126		VALLEY PRESBYTERIAN HOSPITAL	15107 VANOWEN ST
050132		SAN GABRIEL VALLEY MEDICAL CENTER	438 W LAS TUNAS DRIVE
050135		HOLLYWOOD COMMUNITY HOSPITAL OF HOLLYWOOD	6245 DE LONGPRE AVE
050138		KAISER FOUNDATION HOSPITAL -	4867 SUNSET BLVD

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Address 2	Address 3	City	State
		LOS ANGELES	CA
		GLENDALE	CA
		LOS ANGELES	CA
		HUNTINGTON PARK	CA
		LOS ANGELES	CA
		LYNWOOD	CA
		LOS ANGELES	CA
		SANTA MONICA	CA
		GLENDALE	CA
		VAN NUYS	CA
		SAN GABRIEL	CA
		HOLLYWOOD	CA
		LOS ANGELES	CA

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ZIP Code	County Name	Phone Number
90012	LOS ANGELES	2136248411
91204	LOS ANGELES	8185021900
90028	LOS ANGELES	2134133000
90255	LOS ANGELES	3235831931
90033	LOS ANGELES	3232685000
90262	LOS ANGELES	3109008900
90004	LOS ANGELES	2133827252
90404	LOS ANGELES	3103194000
91209	LOS ANGELES	8187907100
91406	LOS ANGELES	8189023906
91776	LOS ANGELES	6262895454
90028	LOS ANGELES	3234622271
90027	LOS ANGELES	3237834011

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Percent of patients who reported that their nurses "So	ometimes" or
	16%
	7%
	15%
N/A	
	7%
	9%
	12%
	7%
	6%
	12%
	8%
	21%
	5%

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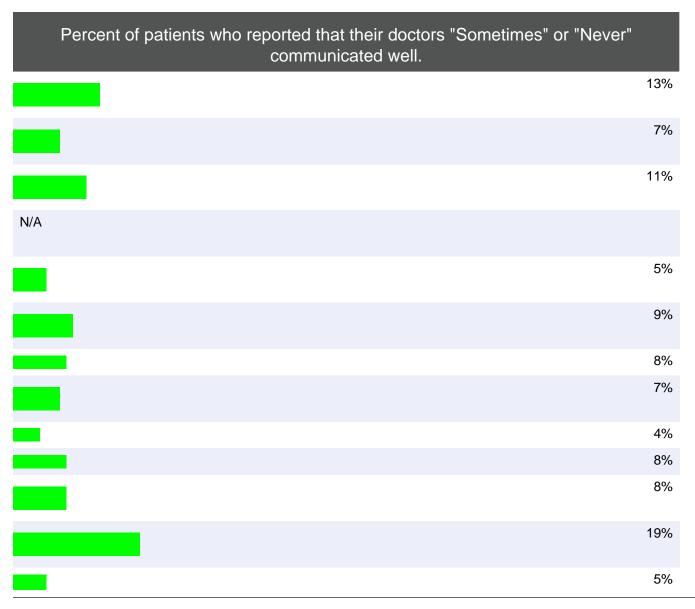


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Percent of patients who reported that their doctors "Usually" communication	ated well.
	21%
	17%
	21%
N/A	
	18%
	21%
	16%
	19%
	18%
	19%
	23%
	18%
	17%

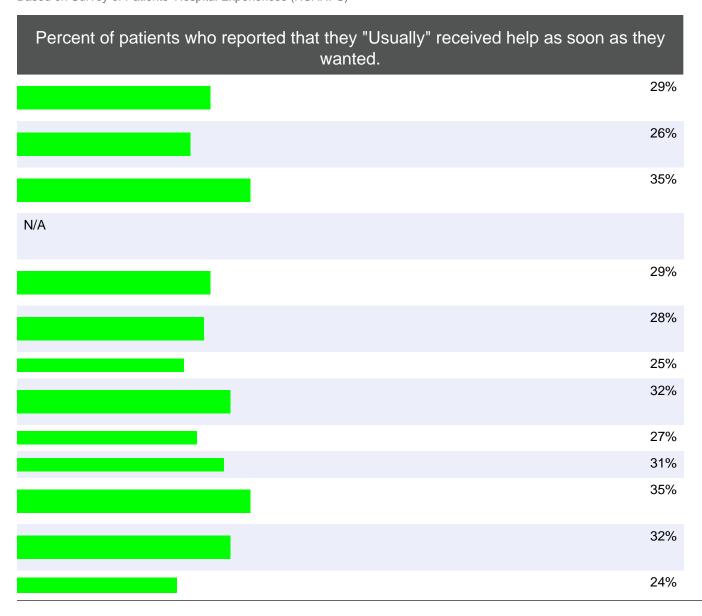
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Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.		
	22%	
	17%	
	19%	
N/A		
	17%	
	18%	
	24%	
	15%	
	9%	
	20%	
	17%	
	34%	
	10%	

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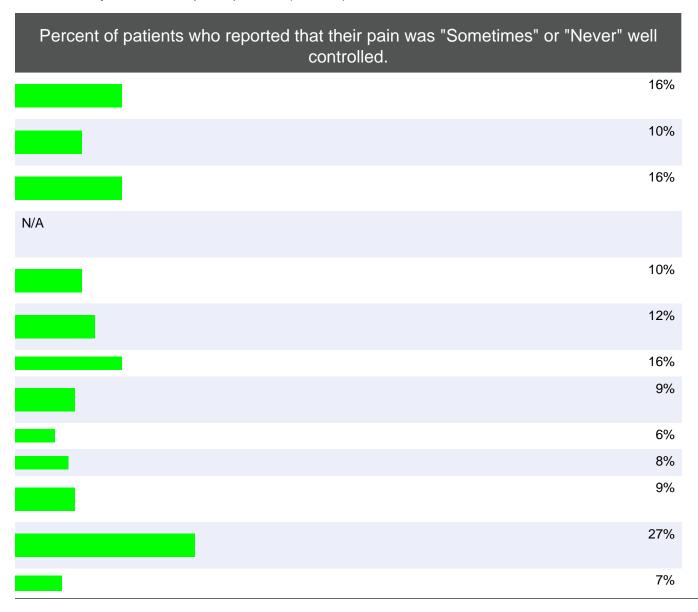


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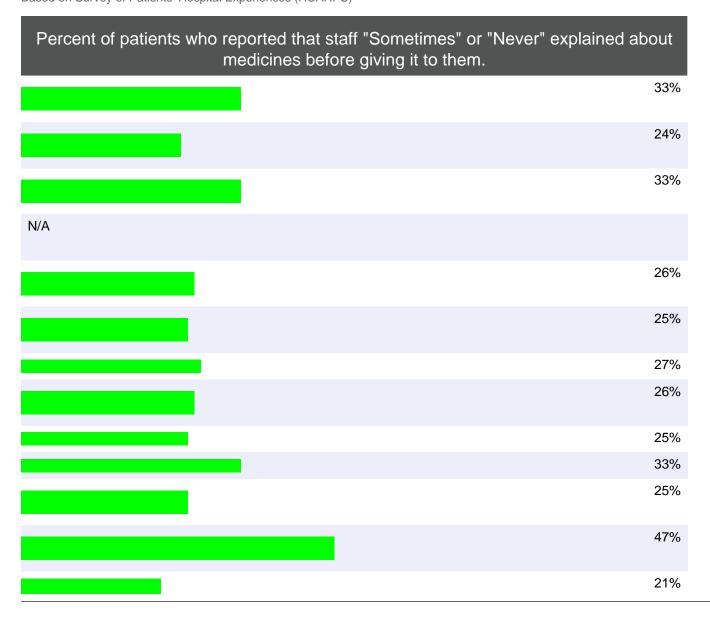
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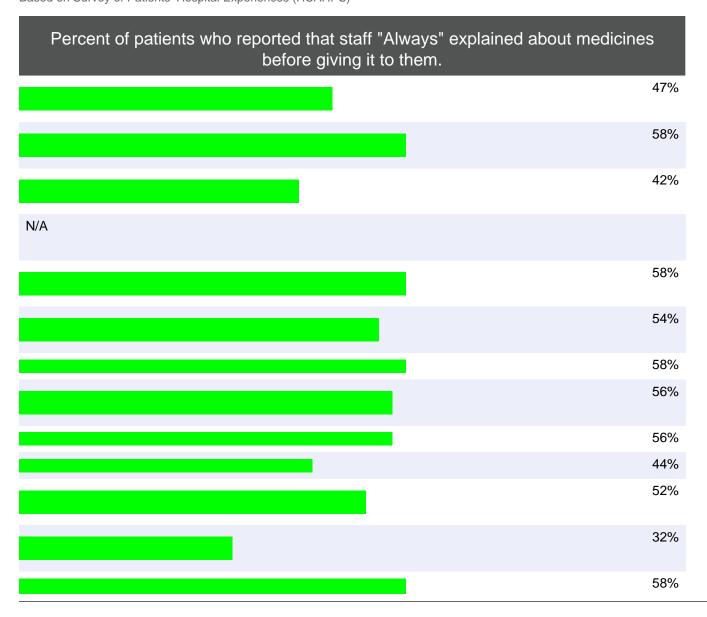
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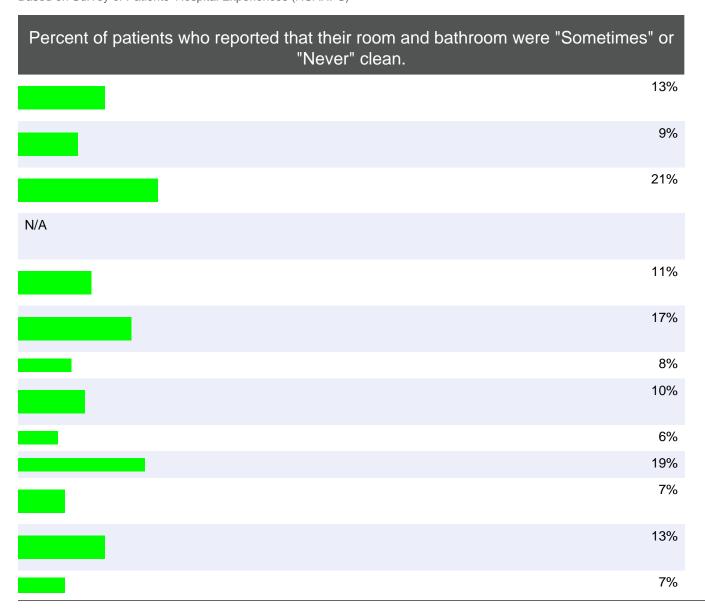
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Percent of patients who reported that staff "Usually" explained about mobile before giving it to them.	edicines
	20%
	18%
	25%
N/A	
	16%
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	21%
	21%

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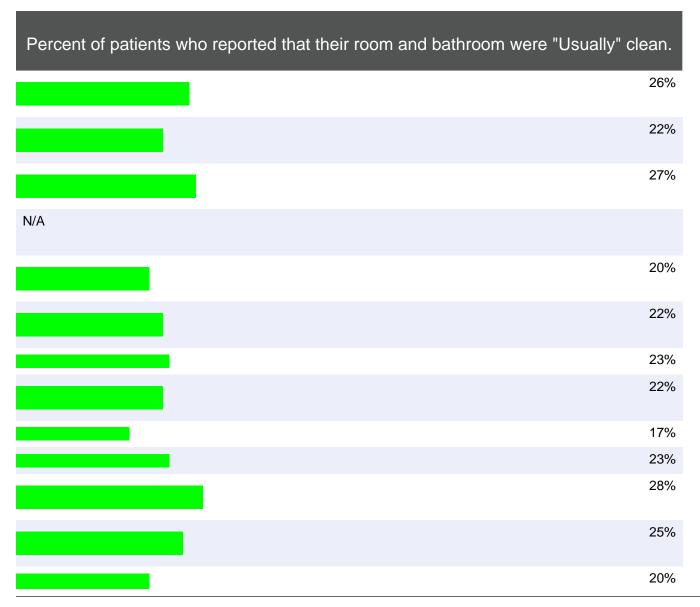


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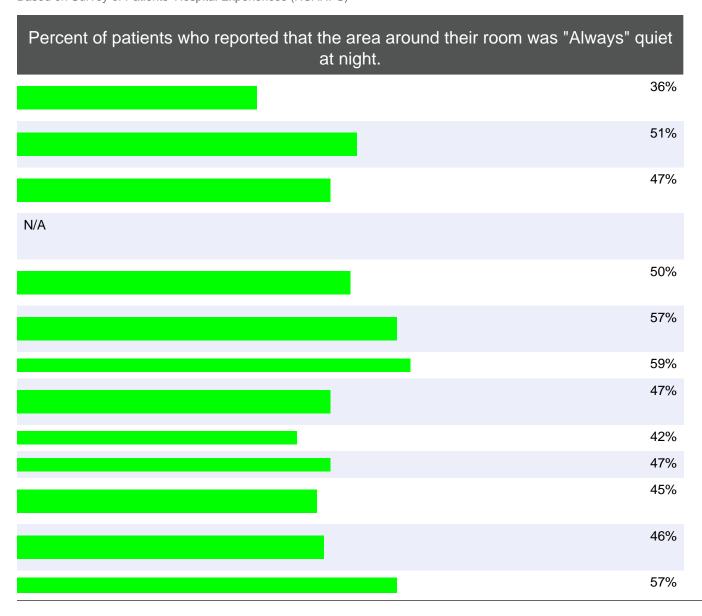
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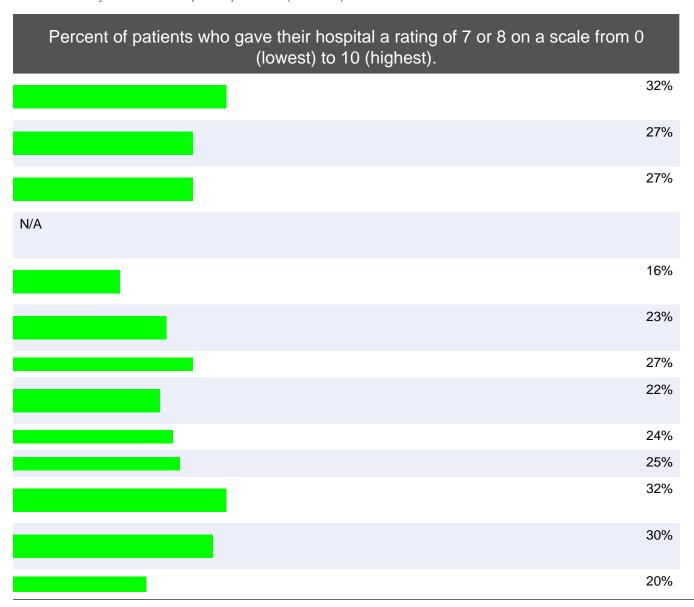
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Percent of patients who reported that they were not given information about what to do during their recovery at home.		
	25%	
	20%	
	28%	
N/A		
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	24%	
	26%	
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	24%	
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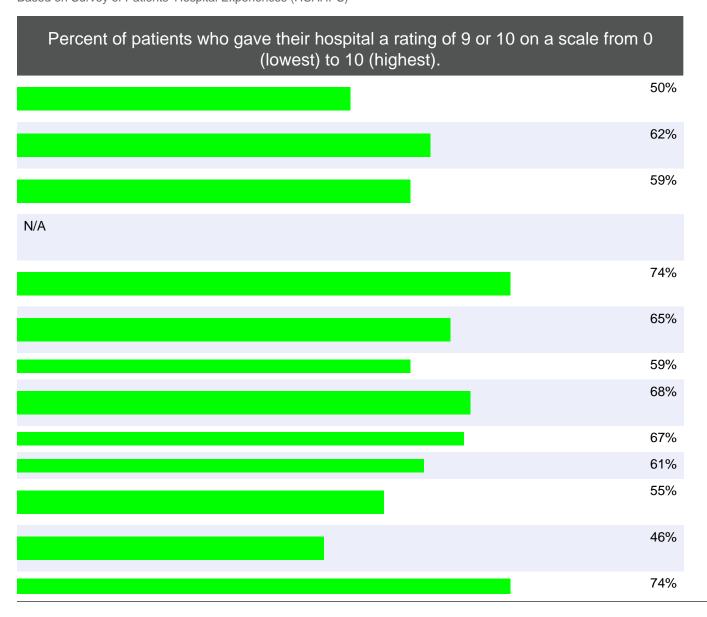
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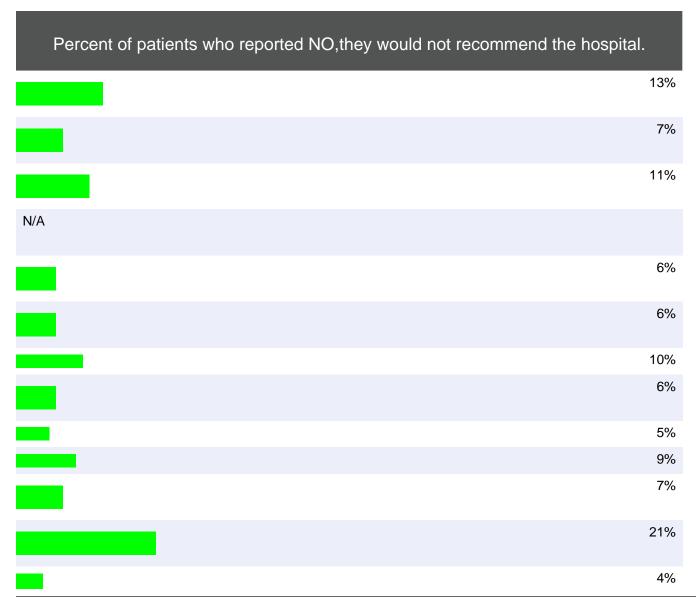


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Number of Completed Surveys
300 or more
300 or more
300 or more
N/A
300 or more
300 or more
Between 100 and 299
300 or more
Between 100 and 299
300 or more

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	Survey Response Rate Percent		Hospital Footnote
		19%	
		21%	
		22%	There were discrepancies in the data collection process
N/A			Survey results are not available for this reporting period
		29%	There were discrepancies in the data collection process
		18%	
		7%	
		25%	
		35%	
		25%	
		21%	
		6%	
		33%	

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	LOS ANGELES	
050139	KAISER FOUNDATION HOSPITAL - DOWNEY	9333 IMPERIAL HIGHWAY
050149	CALIFORNIA HOSPITAL MEDICAL CENTER LA	1401 SOUTH GRAND AVENUE
050158	ENCINO HOSPITAL MEDICAL CENTER	16327 VENTURA BLVD
050169	PRESBYTERIAN INTERCOMMUNITY HOSPITAL	12401 E WASHINGTON BLVD
050204	PALMDALE REGIONAL MEDICAL CENTER	38600 MEDICAL CENTER DRIVE
050205	EAST VALLEY HOSPITAL MEDICAL CENTER	150 WEST ROUTE 66
050211	ALAMEDA HOSPITAL	2070 CLINTON AVE
050219	COAST PLAZA HOSPITAL	13100 STUDEBAKER RD
050222	SHARP CHULA VISTA MEDICAL CENTER	751 MEDICAL CENTER COURT
050224	HOAG MEMORIAL HOSPITAL PRESBYTERIAN	ONE HOAG DRIVE
050225	FEATHER RIVER HOSPITAL	5974 PENTZ ROAD
050226	AHMC ANAHEIM REGIONAL MEDICAL CENTER	1111 W LA PALMA AVENUE
050228	SAN FRANCISCO GENERAL HOSPITAL	1001 POTRERO AVENUE

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DOWNEY	CA
LOS ANGELES	CA
ENCINO	CA
WHITTIER	CA
PALMDALE	CA
GLENDORA	CA
ALAMEDA	CA
NORWALK	CA
CHULA VISTA	CA
NEWPORT BEACH	CA
PARADISE	CA
ANAHEIM	CA
SAN FRANCISCO	CA

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90242	LOS ANGELES	5624616007
90015	LOS ANGELES	2137482411
91436	LOS ANGELES	8189955000
90602	LOS ANGELES	5266980811
93552	LOS ANGELES	6613825000
91740	LOS ANGELES	6263350231
94501	ALAMEDA	5105223700
90650	LOS ANGELES	5628683751
91911	SAN DIEGO	6195025800
92663	ORANGE	9496458600
95969	BUTTE	5308779361
92801	ORANGE	7147741450
94110	SAN FRANCISCO	4152068000

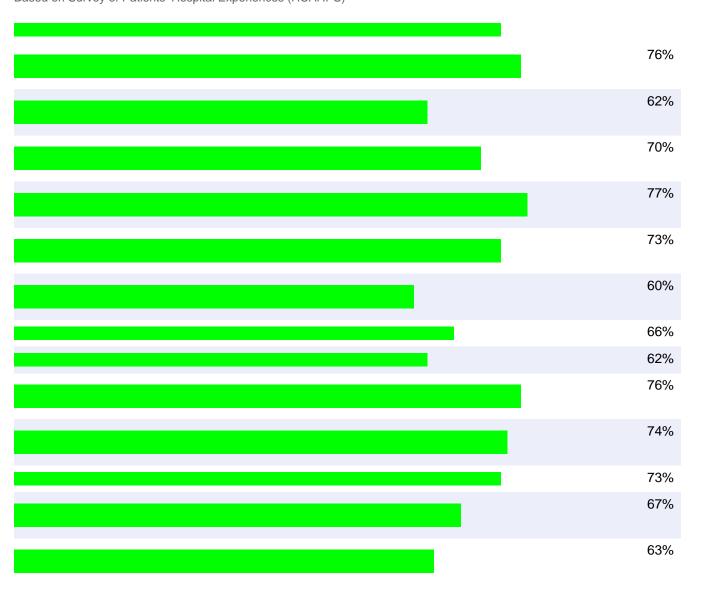
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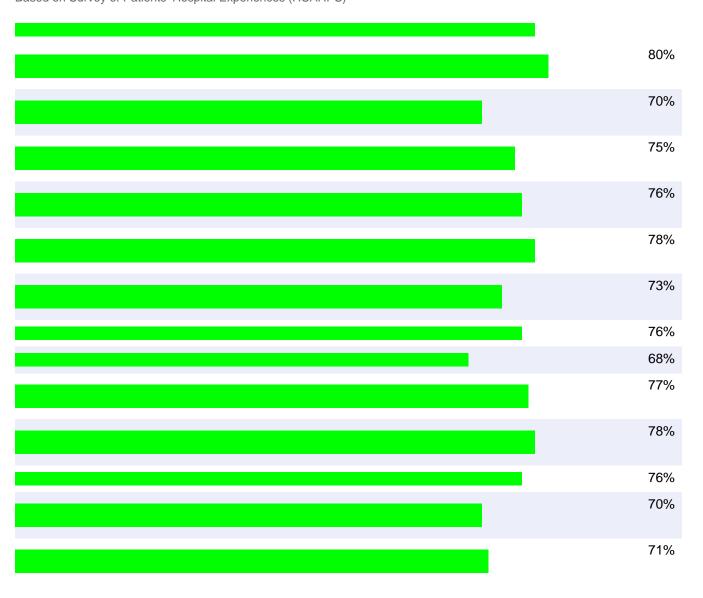
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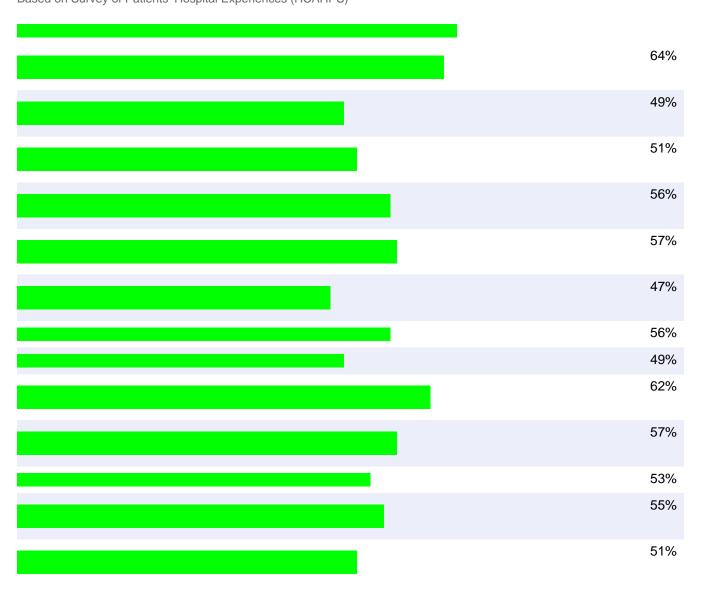
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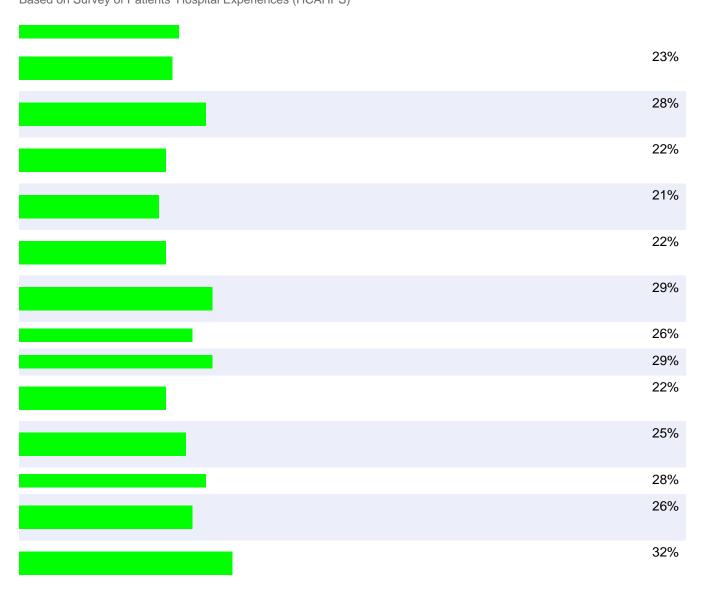
Page 45 of 238 02/29/2012



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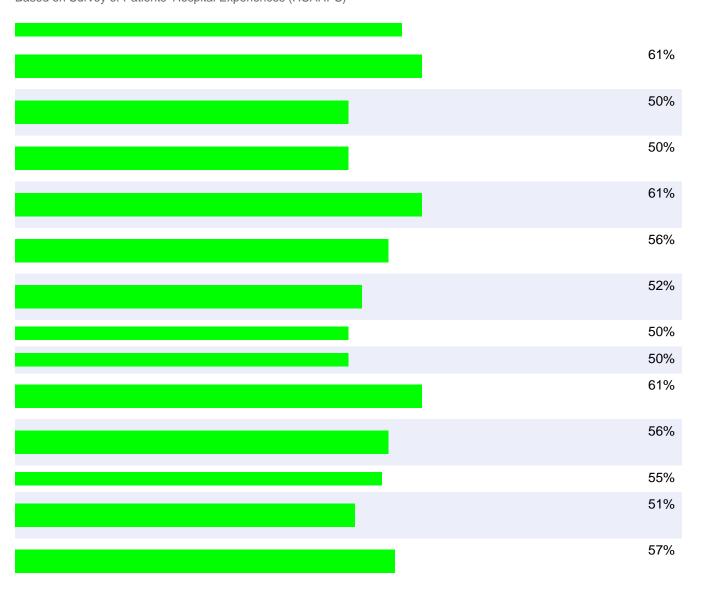
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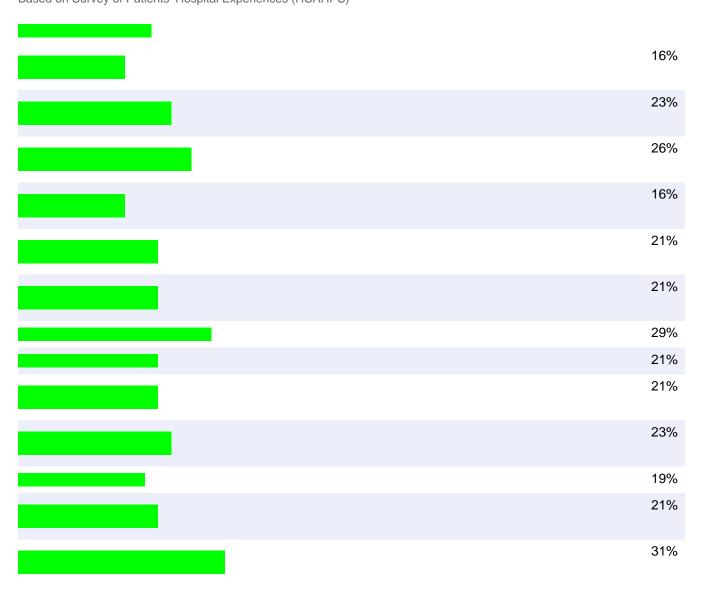
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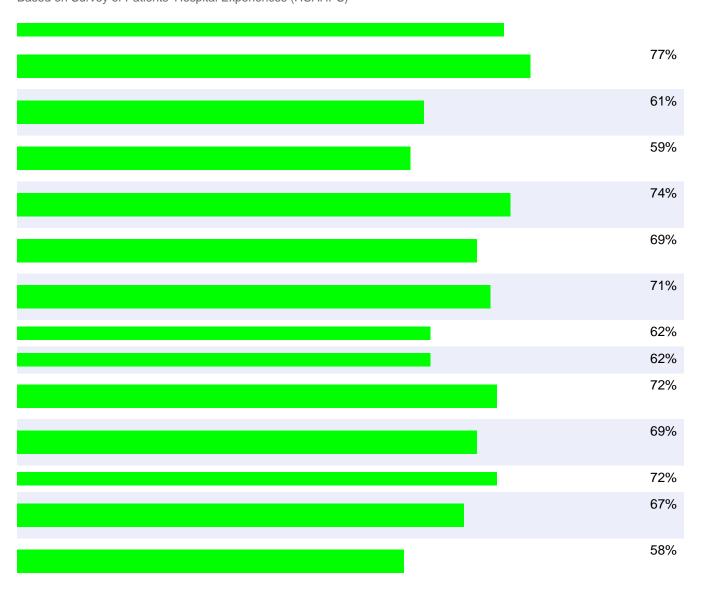
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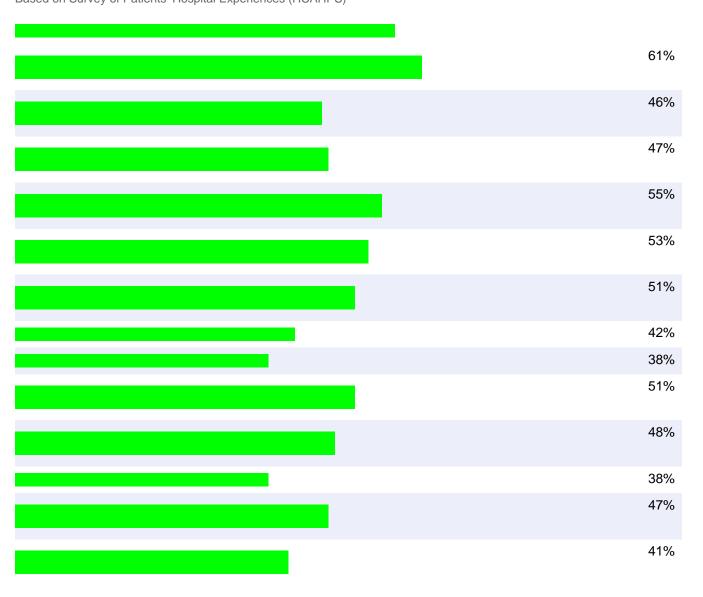
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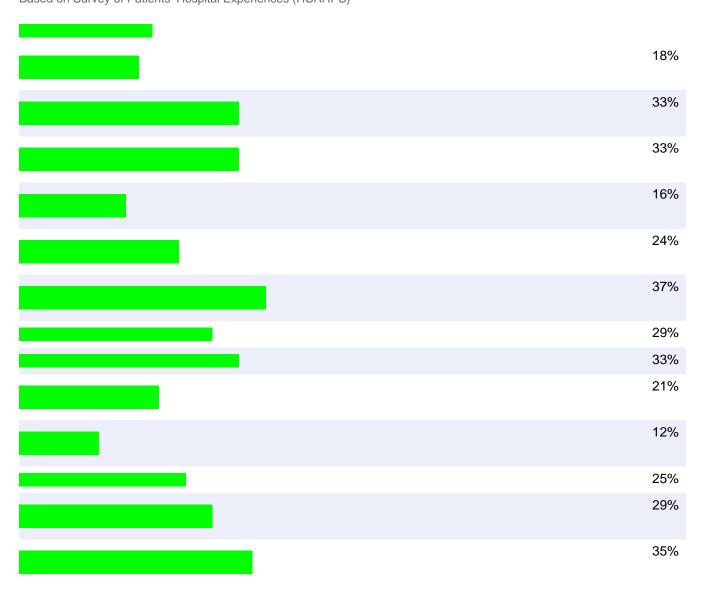
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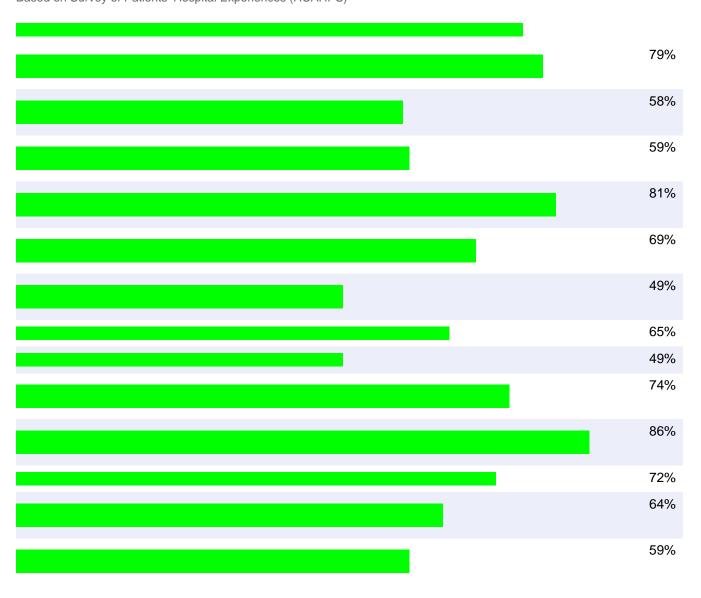
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050230	GARDEN GROVE HOSPITAL & MEDICAL CENTER	12601 GARDEN GROVE BLVD
050231	POMONA VALLEY HOSPITAL MEDICAL CENTER	1798 N GAREY AVE
050232	FRENCH HOSPITAL MEDICAL CENTER	1911 JOHNSON AVE
050234	SHARP CORONADO HOSPITAL AND HLTHCR CTR	250 PROSPECT PLACE
050235	PROVIDENCE SAINT JOSEPH MEDICAL CTR	501 SOUTH BUENA VISTA
050236	SIMI VALLEY HOSPITAL & HEALTH CARE SERVICES	2975 N SYCAMORE DR
050238	METHODIST HOSPITAL OF SOUTHERN CA	300 W HUNTINGTON DR
050239	GLENDALE ADVENTIST MEDICAL CENTER	1509 E WILSON TERRACE
050242	DOMINICAN HOSPITAL	1555 SOQUEL DRIVE
050243	DESERT REGIONAL MEDICAL CENTER	1150 NORTH INDIAN CANYON DRIVE
050245	ARROWHEAD REGIONAL MEDICAL CENTER	400 NORTH PEPPER AVENUE
050248	NATIVIDAD MEDICAL CENTER	1441 CONSTITUTION BOULEVARD
050254	MARSHALL MEDICAL CENTER (1-RH)	1100 MARSHALL WAY
050257	GOOD SAMARITAN HOSPITAL	901 OLIVE DRIVE

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GARDEN GROVE	CA
POMONA	CA
SAN LUIS OBISPO	CA
CORONADO	CA
BURBANK	CA
SIMI VALLEY	CA
ARCADIA	CA
GLENDALE	CA
SANTA CRUZ	CA
PALM SPRINGS	CA
COLTON	CA
SALINAS	CA
PLACERVILLE	CA
BAKERSFIELD	CA

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92843	ORANGE	7145375160
91767	LOS ANGELES	9098659500
93401	SAN LUIS OBISPO	8055435353
92118	SAN DIEGO	6194356251
91505	LOS ANGELES	8188435111
93065	VENTURA	8059556000
91006	LOS ANGELES	6264454441
91206	LOS ANGELES	8184098202
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95667	EL DORADO	5306221441
93308	KERN	6613994461

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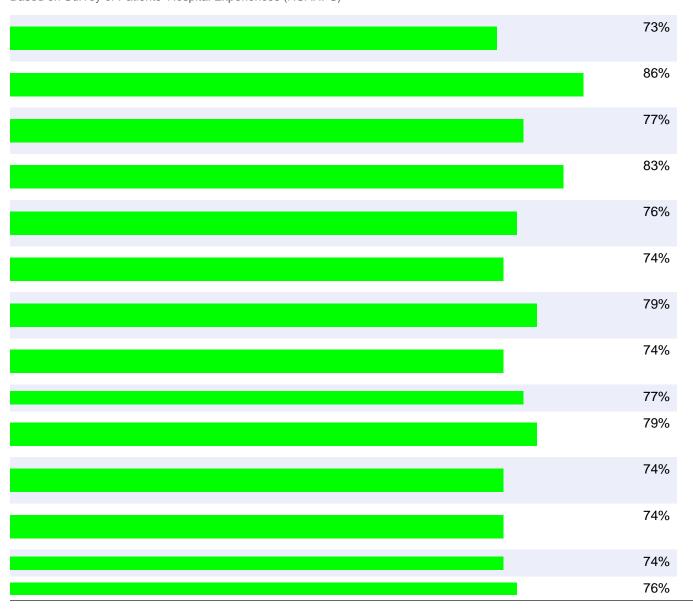
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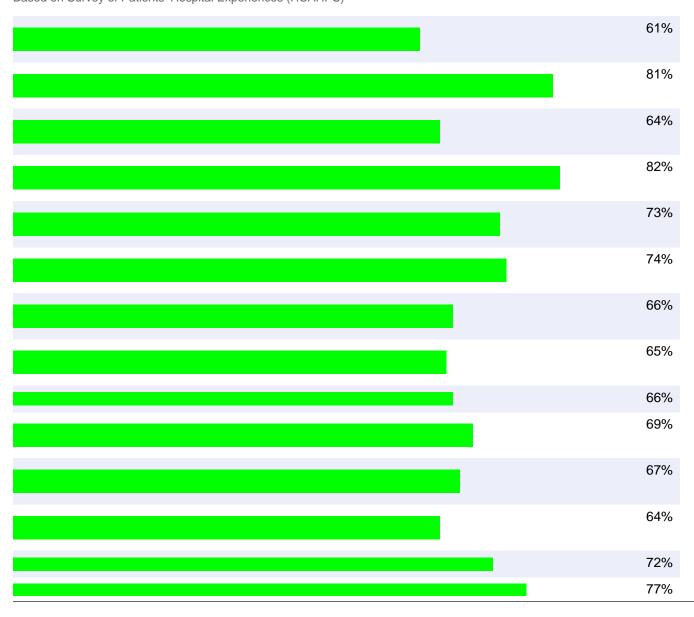
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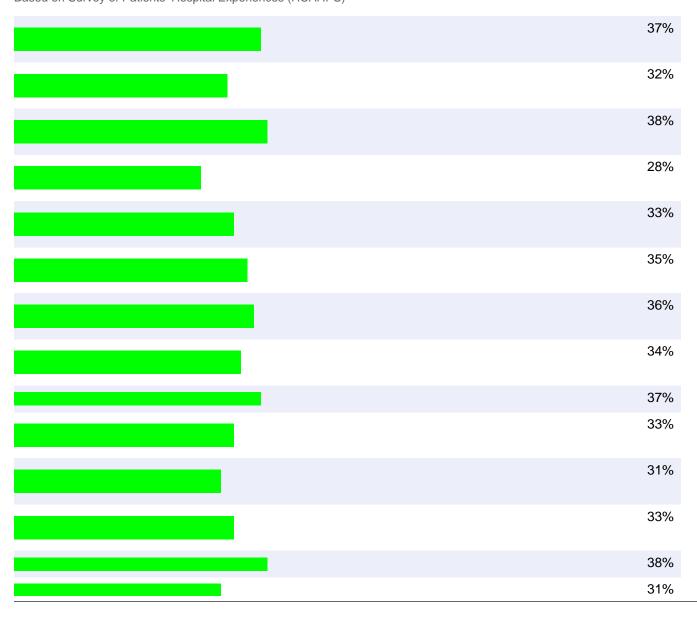
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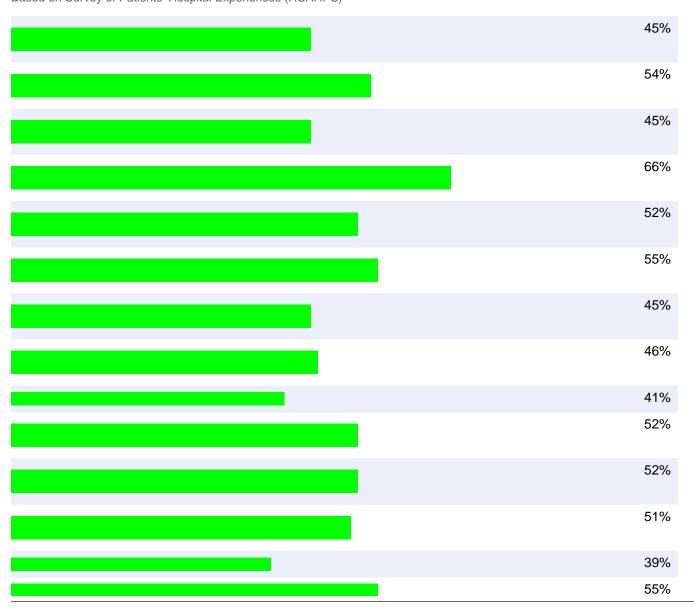
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050257	GOOD SAMARITAN HOSPITAL	901 OLIVE DRIVE
050261	SIERRA VIEW DISTRICT HOSPITAL	465 W PUTNAM AVE
050262	RONALD REAGAN UCLA MEDICAL CENTER	757 WESTWOOD PLAZA
050272	REDLANDS COMMUNITY HOSPITAL	350 TERRACINA BLVD
050276	CONTRA COSTA REGIONAL MEDICAL CENTER	2500 ALHAMBRA AVE
050277	PACIFIC HOSPITAL OF LONG BEACH	2776 PACIFIC AVE
050278	PROVIDENCE HOLY CROSS MEDICAL CENTER	15031 RINALDI ST
050279	HI-DESERT MEDICAL CENTER	6601 WHITE FEATHER ROAD
050280	MERCY MEDICAL CENTER REDDING	2175 ROSALINE AVE, CLAIRMONT HGTS
050281	ALHAMBRA HOSPITAL MEDICAL CENTER	100 S RAYMOND AVE
050283	VALLEYCARE MEDICAL CENTER	5555 WEST LAS POSITAS BOULEVARD
050289	SETON MEDICAL CENTER	1900 SULLIVAN AVENUE
050290	SAINT JOHN'S HEALTH CENTER	2121 SANTA MONICA BLVD
050291	SUTTER MEDICAL CENTER OF SANTA ROSA	3325 CHANATE RD
050292	RIVERSIDE COUNTY REGIONAL MEDICAL CENTER	26520 CACTUS AVENUE
050295	MERCY HOSPITAL	2215 TRUXTUN AVENUE

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BAKERSFIELD	CA
PORTERVILLE	CA
LOS ANGELES	CA
REDLANDS	CA
MARTINEZ	CA
LONG BEACH	CA
MISSION HILLS	CA
JOSHUA TREE	CA
REDDING	CA
ALHAMBRA	CA
PLEASANTON	CA
DALY CITY	CA
SANTA MONICA	CA
SANTA ROSA	CA
MORENO VALLEY	CA
BAKERSFIELD	CA

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93308	KERN	6613994461
93257	TULARE	5597841110
90095	LOS ANGELES	3108256301
92373	SAN BERNARDINO	9093355500
94553	CONTRA COSTA	9253705000
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96001	SHASTA	5302256102
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90404	LOS ANGELES	3108295511
95404	SONOMA	7075764000
92555	RIVERSIDE	9514864000
93301	KERN	6616325000

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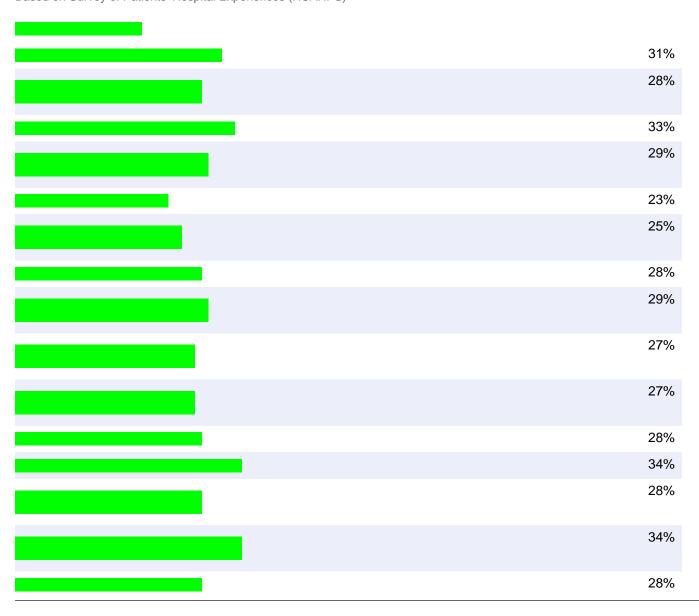
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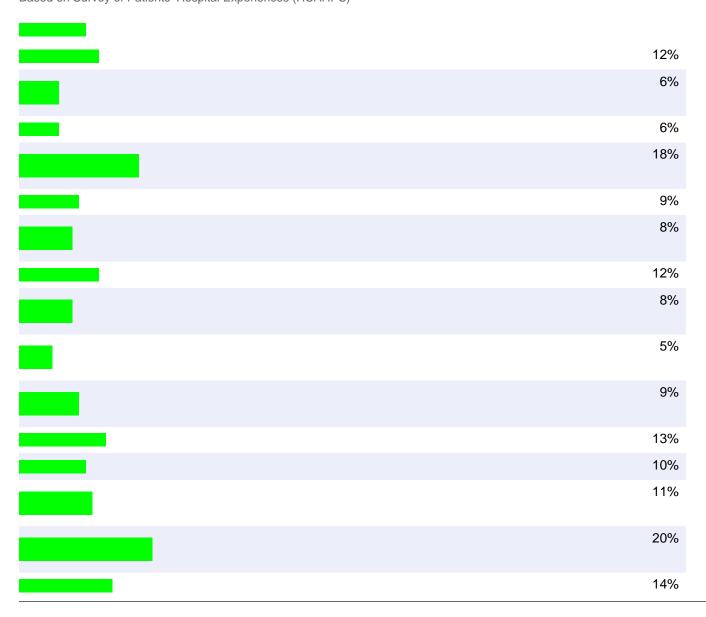
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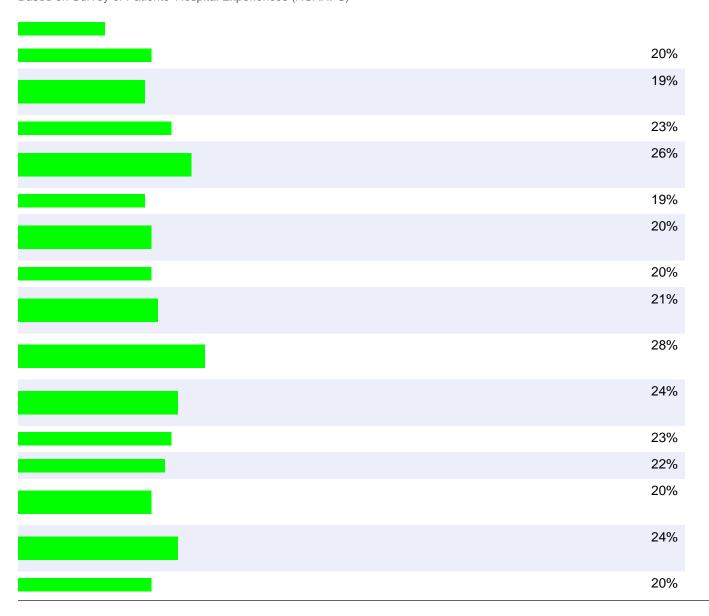
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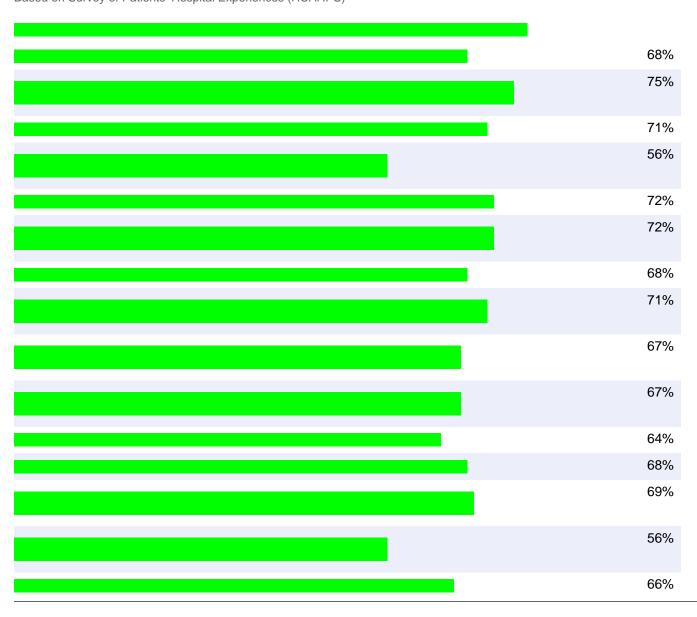
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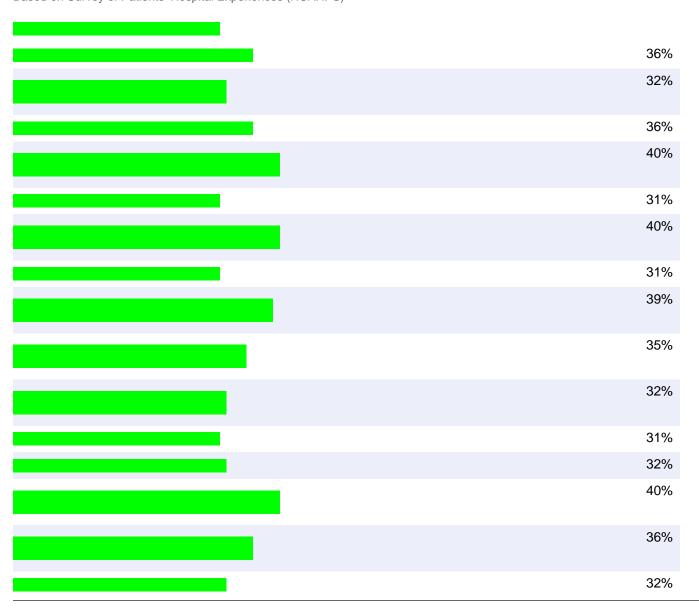
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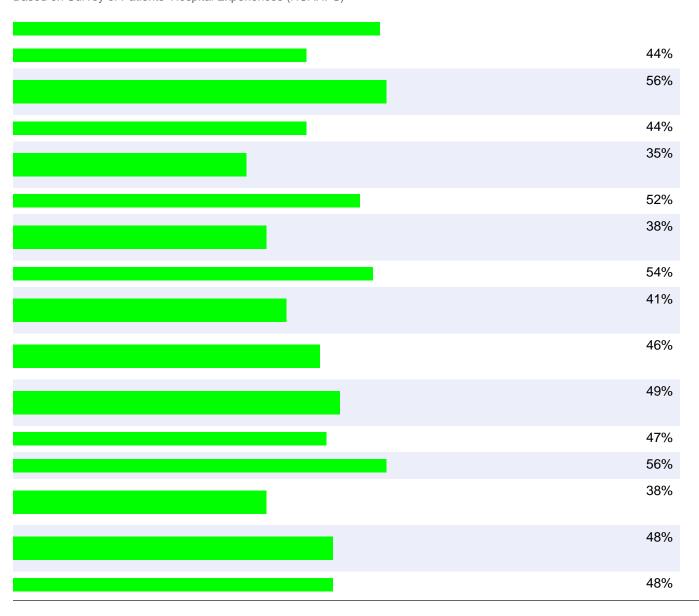
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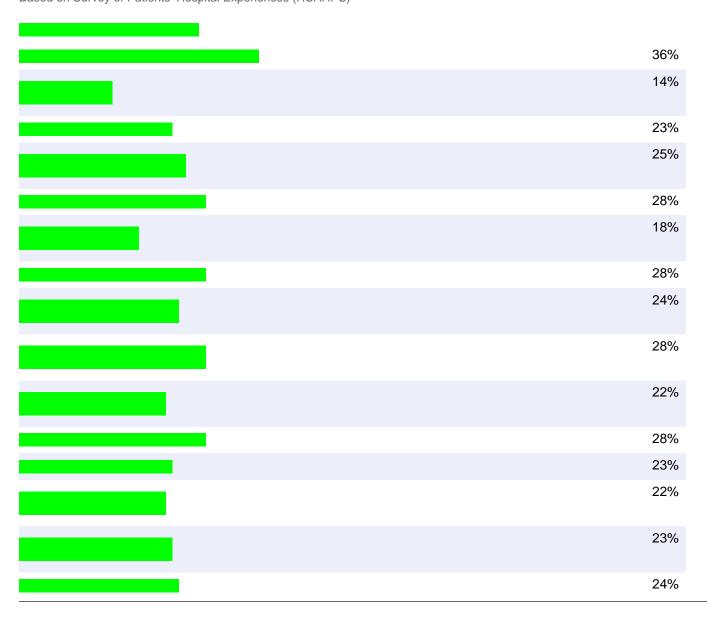
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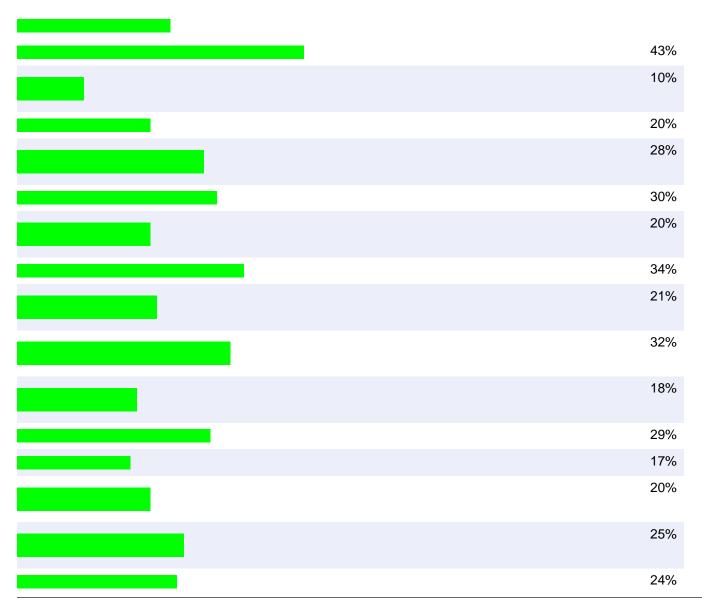
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050296	HAZEL HAWKINS MEMORIAL HOSPITAL	911 SUNSET DRIVE
050298	BARSTOW COMMUNITY HOSPITAL	555 SOUTH SEVENTH AVENUE
050350	BEVERLY HOSPITAL	309 W BEVERLY BLVD
050353	PROVIDENCE LITTLE COMPANY OF MARY MED CTR TORRANCE	4101 TORRANCE BLVD
050373	LAC+USC MEDICAL CENTER	1200 N STATE ST
050376	LAC/HARBOR-UCLA MED CENTER	1000 W CARSON ST
050378	PACIFICA HOSPITAL OF THE VALLEY	9449 SAN FERNANDO RD
050393	DOWNEY REGIONAL MEDICAL CENTER	11500 BROOKSHIRE AVENUE
050438	HUNTINGTON MEMORIAL HOSPITAL	100 W CALIFORNIA BLVD
050468	MEMORIAL HOSPITAL OF GARDENA	1145 W REDONDO BEACH BLVD
050471	GOOD SAMARITAN HOSPITAL	1225 WILSHIRE BOULEVARD
050502	SAINT VINCENT MEDICAL CENTER	2131 W 3RD ST
050531	BELLFLOWER MEDICAL CENTER	9542 E ARTESIA BLVD
050561	KAISER FOUNDATION HOSPITAL - WEST LA	6041 CADILLAC AVE
050581	LAKEWOOD REGIONAL MEDICAL CENTER	3700 E SOUTH ST
050625	CEDARS-SINAI MEDICAL CENTER	8700 BEVERLY BLVD

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HOLLISTER	CA
BARSTOW	CA
MONTEBELLO	CA
TORRANCE	CA
LOS ANGELES	CA
TORRANCE	CA
SUN VALLEY	CA
DOWNEY	CA
PASADENA	CA
GARDENA	CA
LOS ANGELES	CA
LOS ANGELES	CA
BELLFLOWER	CA
LOS ANGELES	CA
LAKEWOOD	CA
LOS ANGELES	CA

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95023	SAN BENITO	8316375711
92311	SAN BERNARDINO	7602561761
90640	LOS ANGELES	3237261222
90503	LOS ANGELES	3105407676
90033	ORANGE	3232262800
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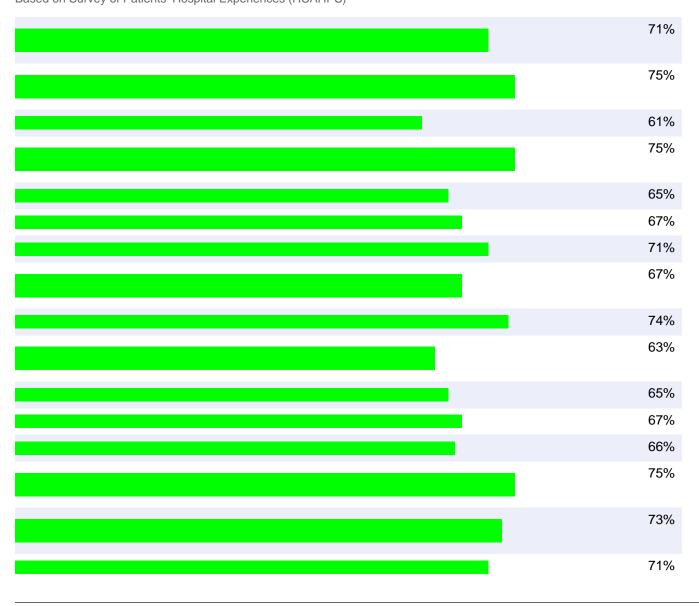
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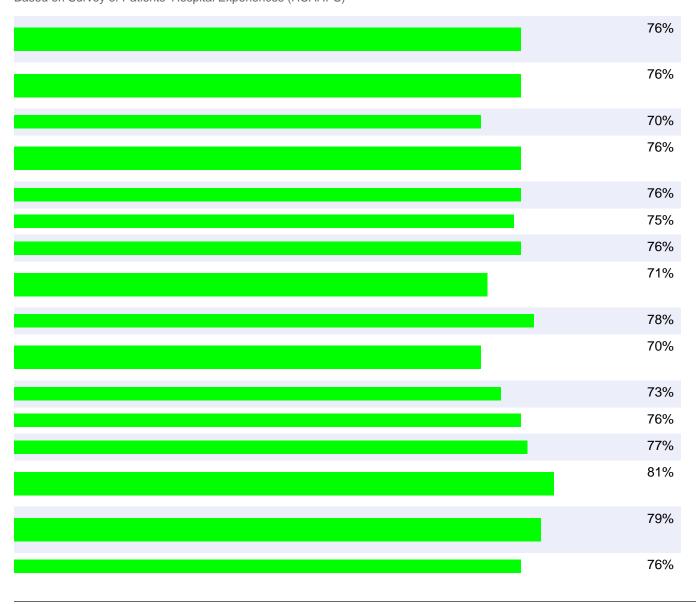
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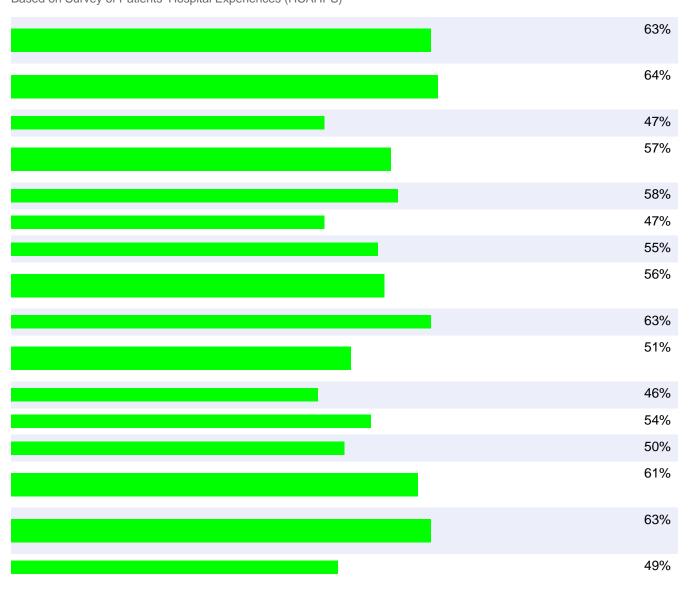
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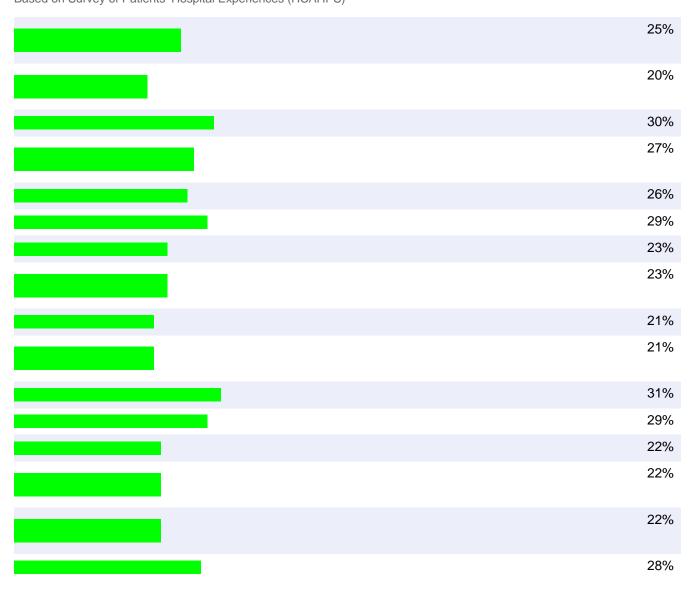
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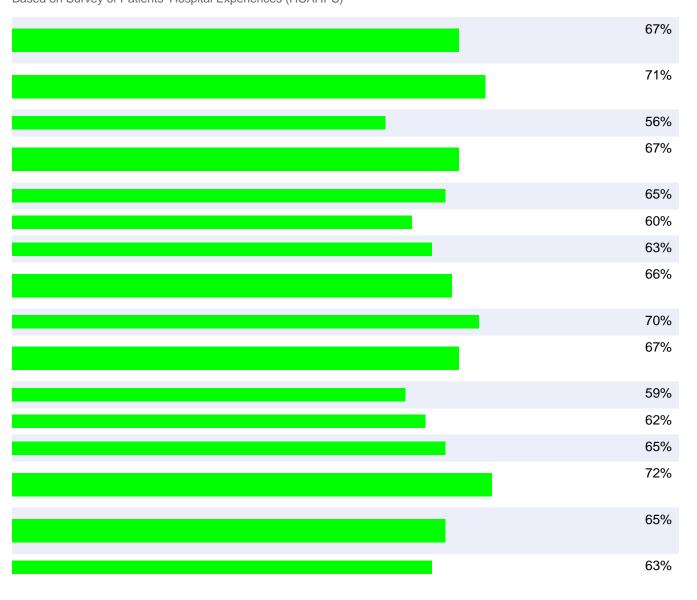
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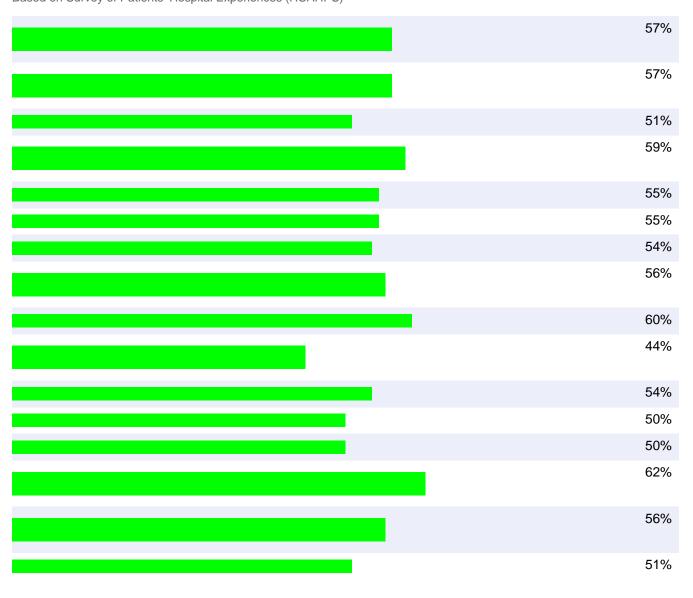
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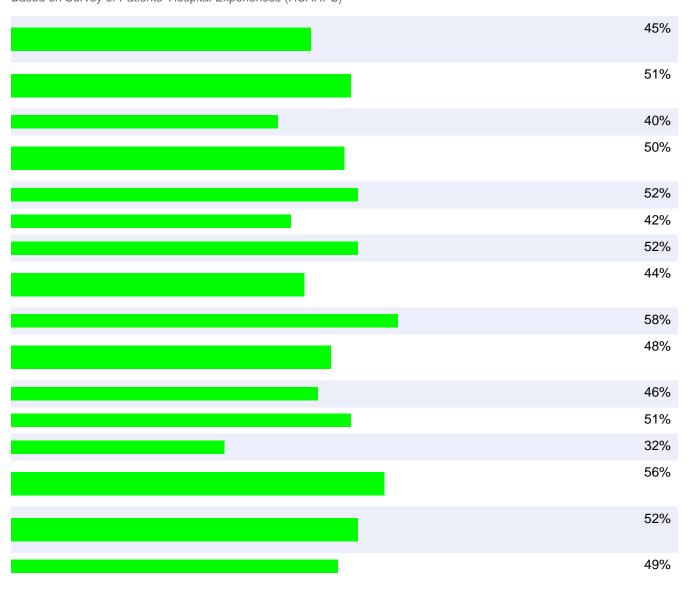
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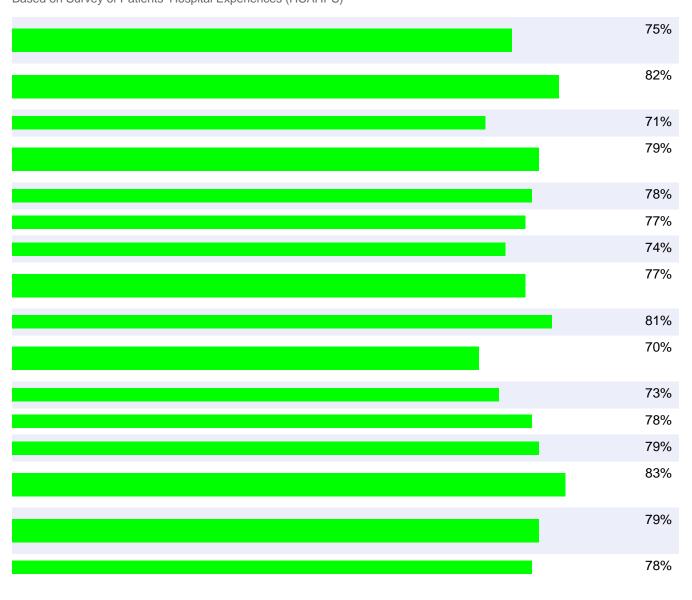
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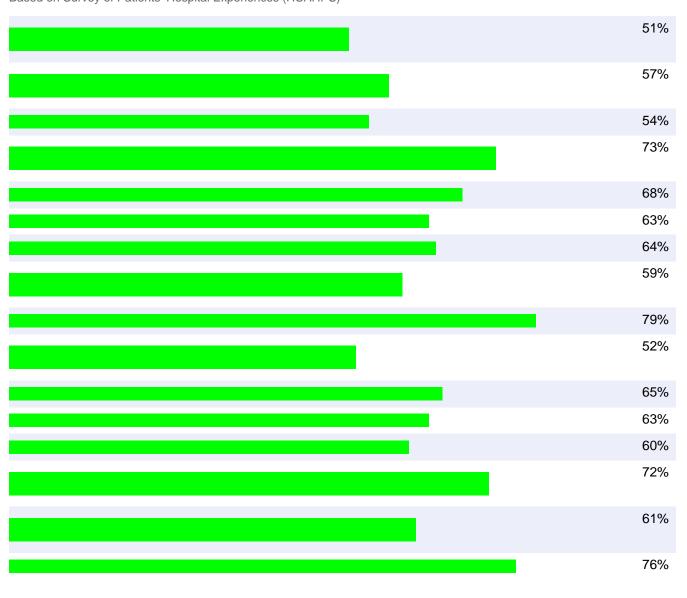
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050641	EAST LOS ANGELES DOCTORS HOSPITAL	4060 WHITTIER BLVD
050644	LOS ANGELES METROPOLITAN MEDICAL CTR	2231 S WESTERN AVE
050660	USC KENNETH NORRIS JR CANCER HOSPITAL	1441 EASTLAKE AVE
050663	LOS ANGELES COMMUNITY HOSPITAL	4081 E OLYMPIC BLVD
050696	KECK HOSPITAL OF USC	1500 SAN PABLO ST
050704	MISSION COMMUNITY HOSPITAL - PANORAMA	14850 ROSCOE BLVD
050717	LAC/RANCHO LOS AMIGOS NATIONAL REHABILITATION CTR	7601 EAST IMPERIAL HIGHWAY
050723	KAISER FOUNDATION HOSPITAL - BALDWIN PARK	1011 BALDWIN PARK BLVD
050735	WHITTIER HOSPITAL MEDICAL CENTER	9080 COLIMA RD
050736	MONTEREY PARK HOSPITAL	900 S ATLANTIC BLVD
050737	GARFIELD MEDICAL CENTER	525 N GARFIELD AVE
050738	GREATER EL MONTE COMMUNITY HOSPITAL	1701 SANTA ANITA AVE
050739	CENTINELA HOSPITAL MEDICAL CENTER	555 EAST HARDY STREET
050740	MARINA DEL REY HOSPITAL	4650 LINCOLN BLVD

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LOS ANGELES	CA
LOS ANGELES	CA
PANORAMA CITY	CA
DOWNEY	CA
BALDWIN PARK	CA
WHITTIER	CA
MONTEREY PARK	CA
MONTEREY PARK	CA
SOUTH EL MONTE	CA
INGLEWOOD	CA
MARINA DEL REY	CA

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90023	LOS ANGELES	3232685514
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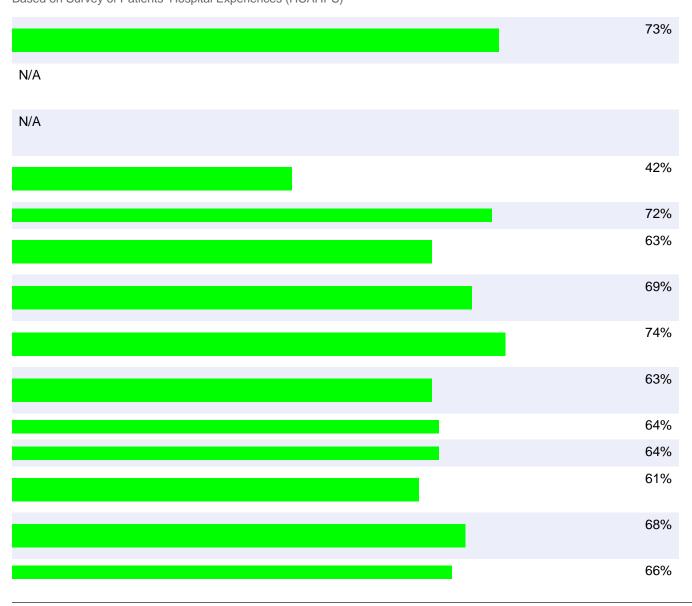
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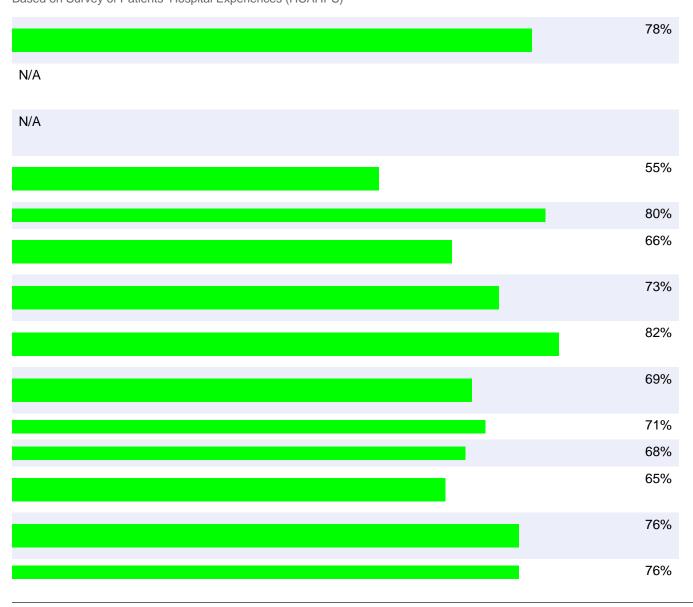
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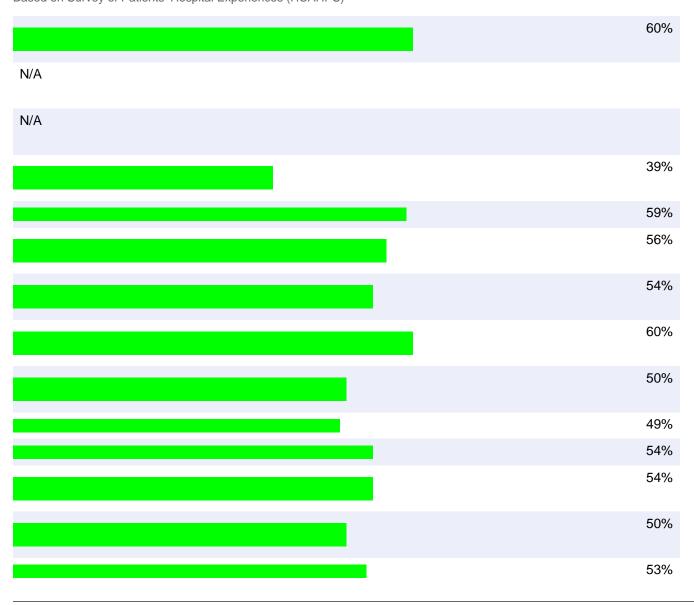
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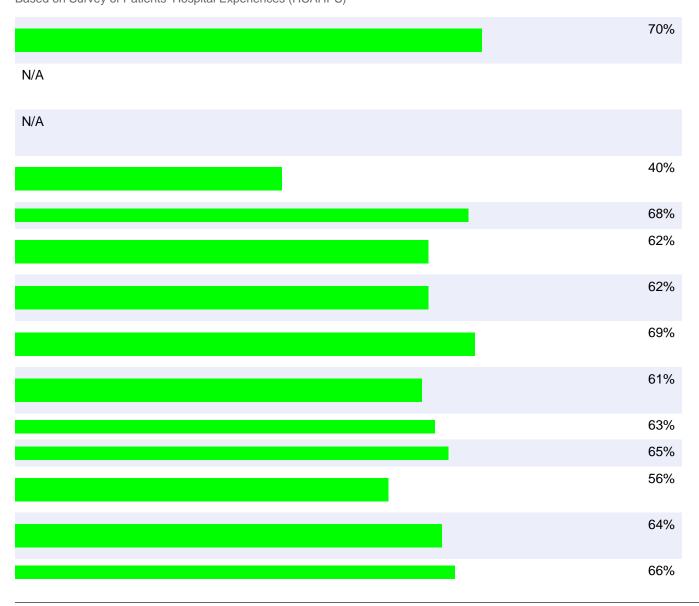
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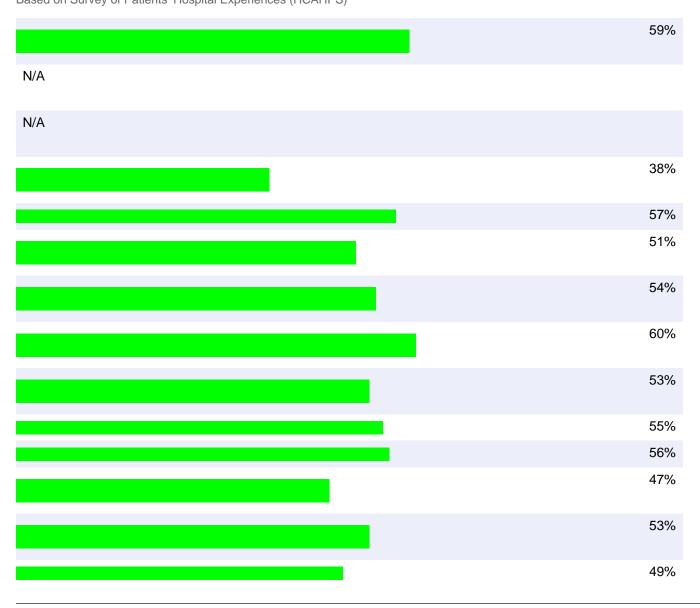
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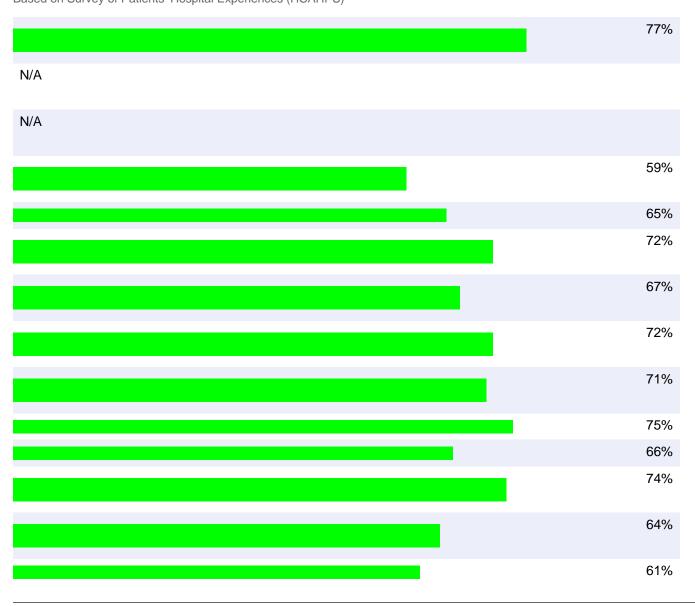
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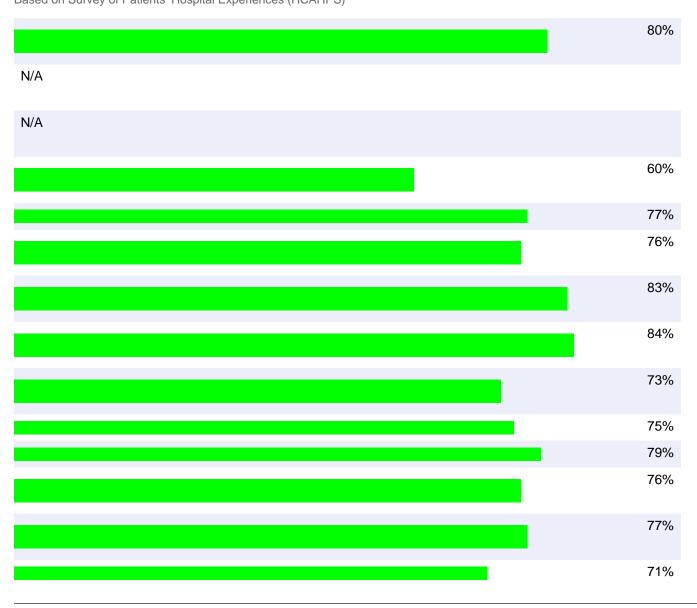
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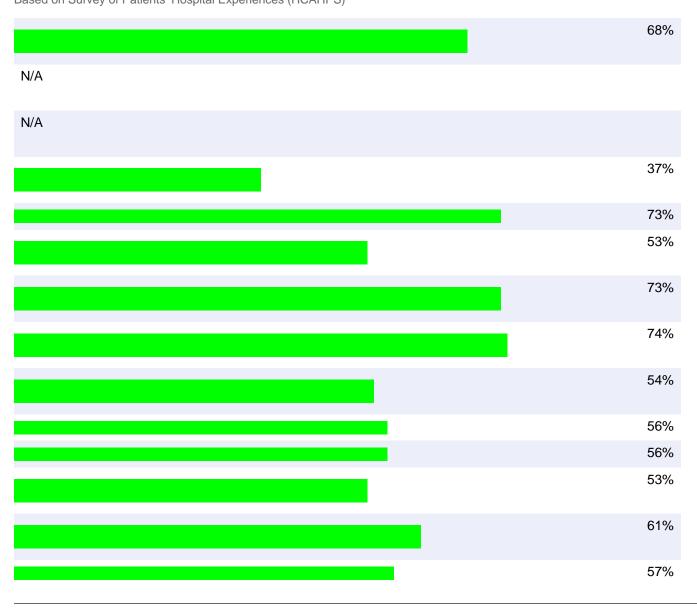
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	29%
N/A	Survey results are not available for this reporting period
N/A	Survey results are not available for this reporting period
	6%
	36%
	14%
	25%
	31%
	17%
	15%
	19%
	10%
	14%
	32%

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050742	OLYMPIA MEDICAL CENTER	5900 WEST OLYMPIC BOULEVARD
050751	MIRACLE MILE MEDICAL CENTER	6000 SAN VICENTE BLVD
050752	BROTMAN MEDICAL CENTER	3828 DELMAS TERRACE
050755	SHERMAN OAKS HOSPITAL	4929 VAN NUYS BLVD
050763	SILVER LAKE MEDICAL CENTER	1711 WEST TEMPLE STREET

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LOS ANGELES	CA
LOS ANGELES	CA
CULVER CITY	CA
SHERMAN OAKS	CA
LOS ANGELES	CA

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90036	LOS ANGELES	3106575900
90036	LOS ANGELES	3239301040
90231	LOS ANGELES	3108367000
91403	LOS ANGELES	8189817111
90026	LOS ANGELES	2139896123

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8%
2%
17%
16%
15%

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22%
9%
26%
27%
22%

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Page 210 of 238 02/29/2012

9%
1%
11%
8%
12%

Page 211 of 238 02/29/2012

17%
13%
20%
19%
18%

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Page 213 of 238 02/29/2012

15%
0%
32%
27%
26%

Page 214 of 238 02/29/2012

29%
17%
30%
33%
25%

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Page 216 of 238 02/29/2012

10%
2%
15%
16%
15%

Page 217 of 238 02/29/2012

21%
19%
26%
29%
32%

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Page 219 of 238 02/29/2012

23%
9%
40%
29%
35%

Page 220 of 238 02/29/2012

19%
27%
20%
23%
12%

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Page 222 of 238 02/29/2012

11%
4%
16%
18%
15%

Page 223 of 238 02/29/2012

19%
8%
25%
21%
19%

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Page 225 of 238 02/29/2012

13%
12%
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23%

Page 226 of 238 02/29/2012

31%
15%
30%
33%
27%

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Page 229 of 238 02/29/2012

25%
19%
36%
30%
25%

Page 230 of 238 02/29/2012

13%
5%
25%
19%
16%

Page 231 of 238 02/29/2012

21%
12%
30%
32%
29%

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Page 233 of 238 02/29/2012

10%
1%
20%
17%
13%

Page 234 of 238 02/29/2012

21%
10%
35%
36%
31%

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300 or more

Fewer than 100

300 or more

Between 100 and 299

Between 100 and 299

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14%
Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance
18%
10%
12%

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